



# NDHIN QUESTION & ANSWER SESSION

September 21, 2023

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# New Resources Available

# USE CASES

<https://www.ndhin.nd.gov/use-cases>

- **Continuity of Care Across Periods of Incarceration**
- **Disaster Recovery**
- **Electronic Public Health Reporting**
- **Emergency Department Care Coordination**
- **Emergency Medical Services**
- **Encounter Alerts & Notifications**
- **Identification Present on Admission**
- **Long Term Care**
- **Local Public Health Units**
- **Newborn Screening Long Term Follow Up**

# USES CASES

## Disaster Recovery

<b>Define the Need</b>	A facility has lost access to their electronic health record (EHR) data due to system failure, accidental data deletion, natural disaster, or a cyberattack such as ransomware. The facility's goal is to restore operations as soon as possible with the least amount of disruption to their daily workflow.
<b>Response</b>	Staff can access their EHR data by logging into the NDHIN Clinical Portal. Staff can view lab reports, radiology reports, vital signs, allergies, patient visit reports, demographic, and payment information – all data contributed to NDHIN from the facility's EHR and other facilities that are currently contributing data.
<b>Opportunity</b>	NDHIN provides the opportunity for safe storage and retrieval of patient's electronic health records during unplanned downtime events. NDHIN can assist facilities that currently have single-sign on (SSO) capabilities through their EHR vendor to convert NDHIN Clinical Portal login identifications and passwords to web-based access.
<b>Value Proposition</b>	Clinical and Financial – During EHR downtime, authorized users can access their facility's patient electronic health records to mitigate the potential impact on patient care. The facility can also continue healthcare operations avoiding gaps in providing care that could ultimately pose a financial burden on the facility.

## Emergency Department Care Coordination

<b>Define the Need</b>	A patient is admitted through the emergency department (ED) of a facility. Data from the encounter is contributed to NDHIN for providers and members of the patient's care team to access and provide follow up care.
<b>Response</b>	The patient's care team including their primary care physician, specialists, and ancillary service providers can access information regarding the patient's visit to the ED through logging onto the NDHIN Clinical Portal. The patient's care team can view lab reports, radiology reports, vital signs, allergies, patient visit reports, demographic, payment information, and provider recommendations regarding follow up care – all data contributed to NDHIN from the ED facility's EHR.
<b>Opportunity</b>	Provides the opportunity for all members of the patient's care team to have access to patient care records and be directly informed of follow up care recommendations.
<b>Value Proposition</b>	Access provides the entire patient care team with valuable information for making informed decisions at the point of care. It can prevent duplication of testing, hospital re-admissions, and provide continuity of care.

# PATIENT FACING EDUCATION

## North Dakota Health Information Network (NDHIN)

### What is the North Dakota Health Information Network (NDHIN)?

The North Dakota Health Information Network allows health care information to be shared between health care providers within a community or larger region. It allows clinical information to quickly move electronically between the different health care information systems that may be used by a patient's different providers (e.g., specialists, labs) while maintaining the privacy, security and accuracy of the information being exchanged.

### Why is exchange of health information important?

Health information exchange helps improve the quality of patient care, saves time, enhances privacy and reduces costs. For example, in an emergency situation, it allows a physician to retrieve the patient's healthcare records quickly and efficiently. This results in delivery of appropriate care and a significant reduction in unnecessary duplicative testing, medical errors and cost.



### Is my information protected?

**Yes, your information is protected and HIPAA compliant.** With NDHIN your data is secure and confidential, and provider access to patient information is restricted and audited.



### What are my participation choices?



By default, an individual's protected health information can be searched for through the NDHIN, per North Dakota [Senate Bill 2250](#). Opt Out means an individual has made a written decision that their protected health information cannot be searched for through the health information network, except as required by law or as authorized by the individual in an emergency. The NDHIN offers many benefits to patients, but participation is voluntary. By opting out of participation in the NDHIN, emergency room doctors and other medical professionals may not have access to your complete medical information which could save your life in some situations.

As a patient receiving care in North Dakota, if at any time you do not want to participate or if you only want your information available in a medical emergency, complete and submit the Opt Out/Revoke Opt Out form with your doctor or contact NDHIN at [ndhin@nd.gov](mailto:ndhin@nd.gov).

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Improving  
healthcare,  
empowering you.

Visit our website:

[www.ndhin.nd.gov/patients](http://www.ndhin.nd.gov/patients)

North Dakota Health  
Information Network  
(NDHIN)

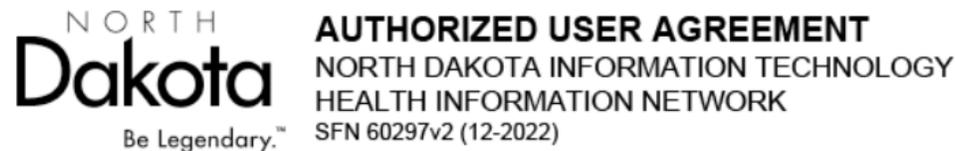
# ADDITIONAL NOTES AVAILABLE IN NDHIN

**Altru Health System is now contributing their clinical notes to the NDHIN**

# ELECTRONIC AUTHORIZED USER AGREEMENT

<https://www.ndhin.nd.gov/education/authorized-user-agreement-eaua>

- Launched in April 2023, NDHIN automated the creation of new users with the eAUA process
- Information can be found on the NDHIN website
- Short demonstration of the eAUA process [Watch video here!](#)



The North Dakota Health Information Network (NDHIN) allows health care providers to electronic health information. Information is encrypted and sent over a secure network. The North Dakota Health Information Network is required by statute N.D.C.C. § 54-59-26(b) to implement and administer a health information e...

**Please print clearly. \*Required. (Hover over field text for help.)**

Name of NDHIN Participant (Health Care Organization)* *		
Authorized User's Name* *	Title* *	E *
National Provider Identifier (NPI) (Personal NPI for Primary Provider or Pharmacist, Facility NPI c		

# NDHIN WELCOMES NEW TEAM MEMBER



**Please Join Us in Welcoming Nicole Lauinger  
to The NDHIN Team!**

# QUESTION AND ANSWER



# NEED NDHIN ASSISTANCE?

- As a reminder the NDHIN Help Desk is available 24/7 to assist you with password resets, technical issues and other service questions.
  - Call: (844) 335-6253 ext.1
  - Email: [NDHINSupport@koblegroup.com](mailto:NDHINSupport@koblegroup.com)
- Just a reminder, the NDHIN website has numerous resources and education available for our users. Go to [www.ndhin.nd.gov](http://www.ndhin.nd.gov) to find the latest and greatest that our health information network has to offer.

# NDHIN POLL



# POLL QUESTION #1

**1) What meeting format do you feel would be most beneficial for you to learn more about NDHIN?**

- A) NDHIN Portal Demo
- B) NDHIN Clinical Portal tool deep dive
- C) Open Q&A Discussion
- D) NDHIN Highlighted Topic with Q&A time
- E) Other

# POLL QUESTION #2

- **What features of NDHIN or other topics would you find helpful for future webinars? (choose all that are of interest)**
- A) Direct Secure Messaging (DSM)
- B) External Record Searching
- C) ND Health Care Directive Registry
- D) Exploring & Navigating the Clinical Portal
- E) Additional Clinical Portal Features; Radiology Images, Medications, PDMP, NDIIS, Medication Viewer, Timeline, Lab Results
- F) Other

# NDHIN CONTACT INFORMATION

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THANK YOU